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1. Organization

1.1 Establishment

To establish a standard, written source of joint policies and procedures which will promote the effective and efficient operation of the fire departments supported by municipal benefit service units (MSBU) to include financial management, resource management, information processing, and maintenance along with the development of the organization infrastructure.

1.2 Structure

The Fire Chief from each MSBU district and two citizens appointed by the Board of County Commissioners will comprise the Fire Department Executive Group (FDEG). The FDEG Chairman will report through the County Administrator to the Board of County Commissioners (BOCC) for final approval of budget items.

The FDEG will be the authority of operational issues for joint operations within MSBU districts.

The Fire Chief of the individual departments will be responsible for operational issues within their district.

The Board of Directors for each district will be responsible for proper accounting and budget practices of funds deposited into the districts account.

1.3 Vision and Mission Statement

Vision Statement

To serve Santa Rosa County citizens and visitors by making it a safer place to live and work.

Mission Statement

To reduce death, injury, and property loss due to fire and other emergencies;

To provide guidance on fire protection measures and fire hazards;

To educate the community and promote public awareness on fire safety;

To render first response aid to the sick and injured.


1.4 Value Statement


Upholding high standards of integrity;

Striving for professionalism and continuous improvement;

Dedication and commitment to providing quality service;

Readiness in meeting challenge and accepting accountability;

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Develop and maintain a working relationship with all members of the emergency response community.

1.5 Human Dignity Statement

We commit to treat all mankind in a manner that most people would desire and consider acceptable. Respect, dignity, honesty, compassion, understanding, and trust are fundamental to the strength of the fire and rescue services in Santa Rosa County.

2. Finance

2.1 MSBU

An MSBU ordinance will be established for revenue generation. All funds will be deposited into a MSBU general account.

2.2 Budget process

The Board of Directors from each fire district will submit a proposed budget to the FDEG. This group will hold public meetings to discuss the budgets. After all budgets have been reviewed and all capital items have been addressed the group will vote on approved budgets. These budgets will then be compiled with a joint budget for submission to the BOCC for approval.

2.3 Funding schedule

Residential


0-3500 sq. ft.	85.00
3501 sq. ft and above	150.00

Commercial and Multi-family 5+ units	.025 cent per sq. ft.
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Agricultural and Vacant lots	10.00 per one acre parcel and .02 cents per acre over the first acre.
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Sylviculture (Timber)	10.00 first 200 acre parcel and .15 cents per acre over 200 acres.
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Recreational vehicle parks and mobile home parks	30.00 per lot
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2.4 Disbursement of funds

The MSBU operational funds will be dispersed to each fire district in accordance with their approved budget.

The remainder of the funds will be held in a joint MSBU account to be used for fire protection or enhancement of the first response portion of the Santa Rosa County EMS plan. Emergency Management will provide oversight for the MSBU joint fund. Emergency Management will handle all requests to the BOCC for capital outlay items.

2.5 Purchasing

Purchasing will be conducted by utilizing the purchasing policy as defined in Florida Statute 287.017. All Request for Proposals and Bids will be processed through the County Procurement Department.

2.6 Capital Purchase

Capital apparatus and station purchasing will be procured through the county's purchasing process and subleased to the appropriate fire district. Funds will be placed in a reserve account and transferred upon approved purchases.

2.7 Audits

Audits will be performed annually by the county finance department. Audits will be reviewed by the FDEG Audits will include budget expenditures, proper accounting practices, and proper record keeping. All discrepancies will be noted and forwarded to the Fire District Board of Directors for explanation or back-up documentation.

2.8 Compliance

Failure by the Board of Directors to respond or take corrective action for financial discrepancies will result in withholding of non-essential funds until compliance has been met.

3. Information Management

3.1 Minutes

Minutes will be recorded by each district for all business meetings. Minutes shall reflect all budget and financial decisions by the Board of Directors.

Operational meetings and training sessions will not require minutes.

Written and taped minutes shall be submitted with the financial records for annual auditing.


3.2 Record Request

3.3 HIPPA

3.4 Public Information Release

3.5 Standard of Documentation

3.6 Mutual Aid Agreements

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4. General Operations
 - 4.1 Uniform and Appearance
 - 4.2 Code of conduct
 - 4.2.1 Alcohol usage
 - 4.2.2 Drug usage

4.2.3 Sexual Harassment


A. POLICY

Any person who believes they have been unfairly treated or discriminated against due to their race, religion, gender or national origin or who believes they have been subject to harassment due to their race, religion, gender or national origin should utilize the Complaint Resolution Procedure.

1. Complaints shall be filed with the Fire Chief, in writing, within fifteen (15) calendar days from the date giving rise to the complaint, be signed by the complainant, and contain the following information:
 - (a) The name, address and telephone number of the person filing the complaint.
 - (b) The name(s) of the person(s) who allegedly committed the act of discrimination or sexual harassment and the alleged victim(s).
 - (c) A clear and concise statement of the facts, including pertinent dates, and any other documentation in support of the complaint.
2. If the complaint is being made against one of the Board of Directors (other than the Chairman), such complaint shall be filed with the Board Chairman who shall cause the investigation procedure to occur. If the complaint is against the Board Chairman, the complaint shall be filed with the Fire Chief.
3. If the complaint is being made against the Fire Chief, such complaint shall be filed with the Board Chairman who shall cause the investigation procedure to occur.

B. INVESTIGATION PROCEDURE

1. Upon the receipt of a complaint by the Fire Chief the Board of Director Chairman shall be advised.

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2. The Fire Chief or Chairman, whichever is applicable, shall promptly interview the complainant in person to obtain any additional information that may be needed to clarify the complaint.
3. Prior to proceeding further with the investigation, the respondent shall be furnished a copy of the final complaint. At this point, the Fire Chief or Chairman may inquire of the complainant and the respondent as to an acceptable resolution of the complaint.
4. If the investigation proceeds further, within thirty (30) calendar days after receiving the final complaint, the Fire Chief or Chairman shall interview such witnesses and take such statements deemed necessary in his/her judgment, to provide a written report of the facts of the matter. Copies of all written reports shall be provided to the complainant and to the respondent.

C. COMPLAINT DISPOSITION


The Fire Chief, Chairman or Vice-Chairman will forward to the respondent and plaintiff the final decision.

D. DISCIPLINARY ACTION

1. Any employee/volunteer of the Fire Department, whom the Fire Chief has determined to have discriminated against or sexually harassed another employee or applicant for employment, shall be subject to disciplinary action up to and including dismissal.
2. Any employee in a supervisory capacity who has actual knowledge of discrimination or sexual harassment involving employees he/she supervises and does not take corrective action to report the matter directly to the Fire Chief, shall be subject to discipline up to and including dismissal.
3. Any employee/volunteer who knowingly files a false complaint of discrimination or sexual harassment shall be subject to discipline up to and including dismissal.

E. RECORDS OF INVESTIGATION AND DISPOSITION

No information regarding the filing or investigation of a complaint of discrimination or sexual harassment shall be placed in the respondent's personnel file until a decision is made by the Fire Chief that discipline is warranted. Only substantiated findings shall be placed in the respondent's personnel file. The respondent shall be afforded the right to place a

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rebuttal of the findings in his/her personnel file or any other records retained by the Fire Department regarding the investigation and disposition of a complaint of discrimination or sexual harassment.

F. PROHIBITION AGAINST RETALIATION

Retaliation against an employee/volunteer for either filing a complaint of discrimination or sexual harassment or providing information regarding such complaints is prohibited. Any employee found to be engaging in such retaliation shall be subject to discipline up to and including dismissal.

4.2.4 Workplace violence

5. Employee Development
 - 5.1 Recruitment
 - 5.2 Application process
 - 5.3 New Employee Orientation
 - 5.4 Medical Screening/Health Assessment
 - 5.5 Immunization program
 - 5.6 Basic Training and Education
 - 5.7 Continuing Education

6. Maintenance and Repair
 - 6.1 Taking unit out of service
 - 6.2 New Equipment
 - 6.3 Annual Testing and Certifications
 - 6.4 Personal use of equipment

7. Complaints
 - 7.1 Citizen Complaints


7.1.1 Filing


Citizens should contact the Chief of the fire district involved.

If further assistance is required one of the following methods may be used.

A. Citizens can register their complaints on line through the complaint tracking system posted on the County website.

B. Citizen complaints can be reported to Emergency Management Communications (EMC).

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C. Citizens can register complaints in person at the Emergency Management office during normal business hours (Mon-Fri 8:00 AM – 5:00 PM).

7.1.2 Processing

The ESC will forward all complaints to the appropriate agency for investigation and resolution. The ESC will follow up on complaints to assure they have been addressed. All complaints that are not in reference to a specific fire district will be brought to the FDEG for resolution.

7.2 Agency Complaints

Complaints from other agencies can be processed in the same manner as 7.1.

8. Prevention and Special Programs

8.1 Public Education

8.2 Public Relations

8.3 Fire Prevention

8.4 Smoke Detector Program

8.5 Citizen Award Program

8.6 Fire Cause and Arson Investigation

8.7 Fire Hydrant Maintenance